

## Long Lane Survey Action Plan March 2013

Action Point	Solution	Who/Timescales
Review question 1d in Doctors survey "How much the clinician involved you in decisions about your care". This results from this question seemed out of line with other similar questions.	GP's to review question at clinical meeting to try and ascertain reasons and implement actions.	All GP's EO April
Apology or reason for being late improved from 55% to 67% however work still needs to be done in this area.	Signage to advise patients to ensure they have checked in and to contact reception if they have been waiting longer than 15 minutes after their appointment time so they are informed of reason or errors can be picked up.	RS/Reception tem EO April
Re-audit above question in 3 months time	Re-audit the same question in 3 months time.	RS June
Complete the same survey as 2012 with input from PPG for any additions/exclusions to compare like for like surveys.	Re-visit any areas that have seen a decrease in satisfaction levels.	Jan 14